

**MEMORANDUM OF UNDERSTANDING**  
**Between**  
**THE DEPARTMENT OF WORKFORCE DEVELOPMENT**  
**And**  
**THE DEPARTMENT OF HEALTH AND FAMILY SERVICES**  
**Regarding the Administration of the**  
**“CARES” Automated System**

**1. Purpose**

The purpose of this MOU is to define the respective responsibilities of the Department of Workforce Development (DWD) and the Department of Health and Family Services (DHFS) for the operation and management of the CARES automated system.

“CARES” is the acronym for Client Assistance for Reemployment and Economic Support. This system supports six major statewide programs:

- SSI Caretaker Supplement,
- Child Care,
- Food Stamps,
- Medicaid,
- Senior Care and
- TANF Work Programs (including Wisconsin Works, TANF-MOE and other work programs).

**2. CARES Strategic Direction**

DHFS and DWD are fully committed to meeting the needs of their respective customer groups and their mutual partners – including counties and other local direct service providers. The two departments agree that appropriate data sharing is critical to providing the best possible service to these stakeholders.

At the same time, the two departments recognize that CARES and the functions it supports are a component of each agency’s strategic plan. DHFS has caseload and federal law changes in major programs that are currently driving its strategic decisions for CARES. DWD’s strategic direction is to more closely integrate TANF and Child Care with other DWD work programs into the Workforce Solutions Employment and Training (WorkSET) system. DWD’s goal is to complete the migration by July 2004. DWD will pay for all costs to create WorkSET and will pay the full cost of developing the Master Customer Index which will facilitate sharing information between CARES and WorkSET.

DHFS will assume full management responsibility for CARES upon completion of the employment programs and child care migration to WorkSET estimated to be completed by July 2004.

**3. CARES Operation and Management**

Until DHFS assumes full management responsibility, the two departments agree to work together to establish an annual work plan and budget for the CARES system to reflect the business needs of the respective programs and to commit the funds needed to implement the work plan.

Each department will budget and manage funds for its program specific work; and through the CARES Management Team will jointly agree upon a budget for and the specific projects that are to be cost allocated.

The current CARES management structure will remain in place until CARES is transferred to DHFS with the following changes:

- DHFS will designate a co-contract manager who shall be responsible for the management of all DHFS direct charged and all CARES cost allocated projects. All cost allocated projects must be approved, in advance, by the CARES Management Team.
- DWD will designate a co-contract manager who shall be responsible for the management of all DWD direct charged projects.
- DWD will temporarily assign the CARES Executive Project Manager to DHFS. The CARES Executive Project Manager will be responsible for:
  - Chairing the Business Area Managers Committee
  - Coordination of budget reporting required to monitor expenses against the budget
  - Coordination of strategic planning
  - Coordination, scheduling of the CARES Executive Team and Management Team meetings; and follow-up to issues identified at these meetings; and
  - Coordination of contention resolution across the CARES business areas.

Until DHFS assumes full management responsibility, DWD will continue to support:

- Maintenance of the CARES Users Manual.
- CARES security functions.
- Technical services (support of servers and workstations).
- Computer platform services (mainframe and server job stream management).
- Application development and support provided by the DWD/ASD/BITS/CARES section.

When DHFS assumes full management responsibility, the DWD BITS CARES applications Development Section, less the proportion of staff directly supporting DWD programs, will be transferred to DHFS and the two departments will negotiate how the other services listed above will be provided and by whom.

Longer term, DWD will continue to provide telecommunications and network infrastructure services.

#### 4. Joint Meetings with CARES Vendor


The CARES Executive Project Manager and the DHFS BIS Deputy Director will participate in the monthly status meetings with Deloitte along with the DWD BITS Bureau Director.

#### 5. Duration of this agreement

This agreement is in effect for state fiscal years 2003 and 2004.

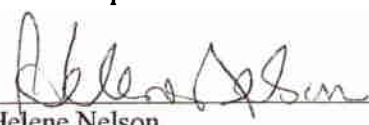
DHFS and DWD will develop an MOU to outline a joint management process for the Master Customer Index and exchanges of data and information between CARES, WorkSET and other DHFS and DWD applications beginning with SFY05.

For the Department of Workforce Development

  
Roberta Gassman  
Secretary

Date 1/24/03

For the Department of Health & Family Services

  
Helene Nelson  
Secretary

Date 1/27/03